since 1986
Leading The Pharmaceutical Reverse Distribution Industry

SERVICE MANUAL

MMCAP Return Goods Program For Outdated Rx, OTC and HBC Product

Contract Number MMS28015

100 Colin Drive, Holbrook, NY 11741 • www.guaranteedreturns.com • 1-800-473-2138

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RETURN GOODS PROGRAM SUMMARY

CYCLE DATES

- Cycle dates are automatically scheduled every **TWO MONTHS** (Morris Dickson is Quarterly). Return Authorization forms are mailed 4-5 weeks before the processing date. RA forms and UPS labels are also available online at www.guaranteedreturns.com.

Cardinal Health	AmerisourceBergen	Morris Dickson
JAN 1st	FEB 1st	JAN 20th
MARCH 1st	APRIL 1st	APRIL 20th
MAY 1st	JUNE 1st	JULY 20th
JULY 1st	AUG 1st	OCT 20th
SEPT 1st	OCT 1st	
NOV 1st	DEC 1st	

PACKING &SHIPPING

- Follow packing and shipping direction enclosed in the RA packet. (See enclosed Helpful Hints)
- Ship OTC, Rx, and CIII-CV together. (See enclosed CIII-CV Shipping Procedures)
- Please allow 5 business days for shipping so your product is at our facility before the above processing dates.

SCHEDULING ON-SITE SERVICE

- Call Sales Support at 800-473-2138 M-F 9-6pm EDT. Your appointment can usually be scheduled with in 10 business days.
- Our locally based Account Representatives will pull expired product, inventory CIII-V, execute a DEA 222 form and properly package everything for shipping.

CII RETURN PROCEDURES

- Outdated CII product may be processed any time. These requests are not subject to service dates.
- Requests are processed on a first-in first-out basis. Allow 5-7 business days to receive your DEA 222 form. (See enclosed CII Return Procedures and CII Request Form)

CREDIT TRACKING

- Lump-sum credits are posted to your wholesaler account as a credit memo.
- Each cycle may take 12 months or more to close, however most vendors extend credit after 6 months.

GR-XtraNET™ via www.guaranteedreturns.com
All members have access to this service. Register for a password at our home page.

Key features of this service include:

- Print Return Authorization and UPS shipping labels
- Request a DEA 222 form
- Confirm if boxes have been received
- Print detailed reports (All reports are easily downloaded into excel, pdf or CSV).
- Credit Tracker allows you to follow all credits posted to your wholesaler account (Wholesaler credit memo number also available).
- **NEW** Returns On the Web (ROW) provides the option to inventory outdates prior to shipping.

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HELPFUL HINTS FOR SHIPPING & PACKING

1. Locate your Return Authorization form with address labels (Attached to the bottom of the Return Authorization Form). If additional labels are needed, please make photocopies of the original. (Note: Do NOT make copies of the UPS ARS Shipping Labels)

2. Affix one Return Box / address label and one UPS label outside each box.

3. Please include the original or a photocopy of the Guaranteed Returns® **Pharmaceutical Return Authorization Form** in each box shipped.

4. Please be sure the following information is correct:
   a. Your Name, Address, & Phone Number
   b. Your Wholesalers Name, Address, & Account Number
   c. Your DEA Number
   d. All Other Pertinent Information

5. To prevent leakage, please cushion wrap all glass bottles and place in a plastic bag for safe transport.

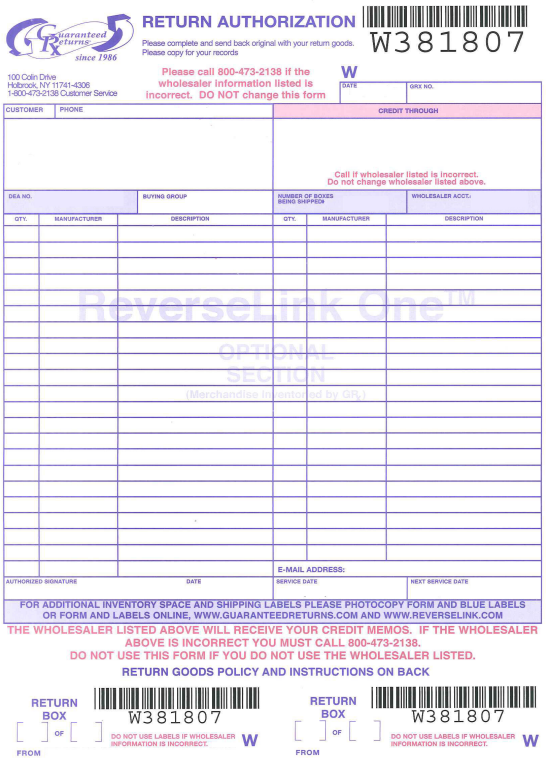
6. Please do not stuff partially filled bottles with cotton or tissue.

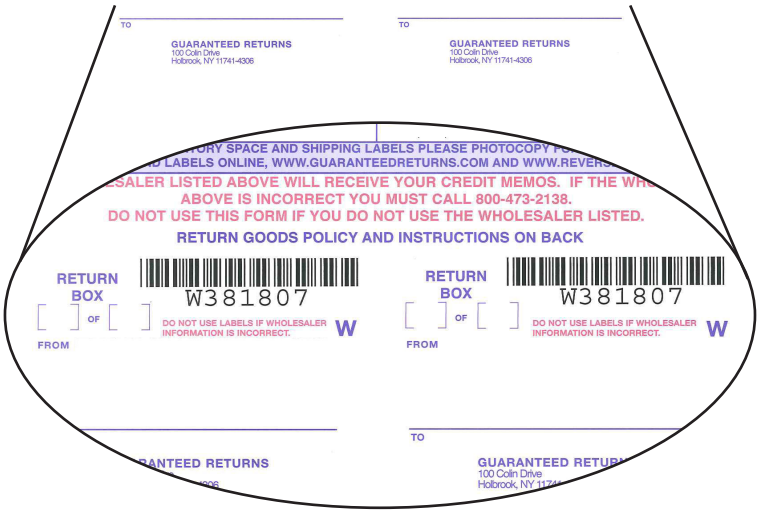
7. Make sure all bottle caps are securely fastened.

8. Double box open or unused needles and auto inject pens if not in original case or package. ***Guaranteed Returns® does not accept regulated medical waste including unused exposed needles.***

8. Void fill all boxes with paper or bubble wrap.

Please Note: Guaranteed Returns® is not responsible for products damaged due to improper packaging. Breakage or leakage of items may jeopardize your credit.


RETURN AUTHORIZATION
W381807
Please call 800-473-2138 if the wholesaler information listed is incorrect. DO NOT change this form
THE WHOLESALER LISTED ABOVE WILL RECEIVE YOUR CREDIT MEMOS. IF THE WHOLESALER ABOVE IS INCORRECT YOU MUST CALL 800-473-2138.
DO NOT USE THIS FORM IF YOU DO NOT USE THE WHOLESALER LISTED.
RETURN GOODS POLICY AND INSTRUCTIONS ON BACK


GUARANTEED RETURNS
100 Colin Drive
Holbrook, NY 11741-4306
RETURN BOX
W381807
DO NOT USE LABELS IF WHOLESALER INFORMATION IS INCORRECT.
FROM
TO

Questions? Please call our Customer Service Department: 1-800-473-2138

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Guaranteed Returns®
CIII-CV
Shipping Procedure

Please separate all Schedule III - Schedule V (CIII-CV) pharmaceutical products from all other prescription, OTC, HSBC and Med Serg. pharmaceutical products.

FOR CUSTOMERS THAT HAVE: LESS THAN A FULL CARTON OF CII's

- Place ALL CIII - CV products in a plastic or paper bag. This insures that they are separate from the rest of your return. Include a copy of the GR® Return Authorization form in each bag. (Blue or Green form)
- Seal the bag(s) with packaging tape.
- Label each bag with the same standard barcode-shipping label used on the out side of each carton.
- In the first carton, place the bag of CIII - CV products and mark the carton "Box 1 of #".

FOR CUSTOMERS THAT HAVE: A FULL CARTON OF CII's

- Place ALL CIII - CV Pharmaceutical Products in the first carton of your shipment. Please include a Guaranteed Returns® Return Authorization form. (Blue or Green form)
- Indicate on the Return Authorization form "**FULL CONTROL BOX**". Please complete the same procedure for all additional boxes.
- In the first carton, place the CIII - CV products and mark the carton "Box 1 of #".

Thank You In Advance For Your Cooperation.

IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT OUR CUSTOMER SERVICE DEPARTMENT AT 1-800-473-2138

**DO NOT SHIP SCHEDULE II (CII) PRODUCTS WITHOUT THE PROPER DEA 222 FORM COMPLETED AND ON FILE. CII'S MUST BE SHIPPED SEPARATELY (NOT WITH OTHER RETURNS)*

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BE SURE TO SEPARATE ALL 340b PRODUCT

- Call Guaranteed Returns® to get a 340b account number if you do not have one.
- Use this specially coded account number and Return Authorization form when shipping product.

For more information on 340b policy and returns, please visit www.guaranteedreturns.com

Thank You In Advance For Your Cooperation.

PLEASE CONTACT OUR CUSTOMER SERVICE DEPARTMENT TO RECEIVE A 340B ACCOUNT NUMBER: (800) 473-2138

CII RETURN PROCEDURES

1. Complete a CII request form and either fax or submit the form online to our control department.

   - Online Request: Visit www.guaranteedreturns.com select “Forms” then check CII, complete the form, print it and submit.
   - Fax Request: Use CII request form provided in this packet. Or call our control department at (800) 473-2138 to have one faxed to you.

2. Once we receive your request, Guaranteed Returns(R) will complete and mail a DEA 222 form with shipping and filing procedures in accordance with DEA requirements.

   **** Do not ship CII’s prior to receiving a completed DEA 222 form. ****

3. After we receive the product and confirm the quantity an inventory manifest will be mailed to your facility. All CII’s will be incinerated under DEA guidelines. You will then receive a DEA form 41 confirming destruction.

4. Guaranteed Returns® will be sending each manufacturer a copy of our CII Disposal Manifests and a form 41 for credit processing. Credit for all CII’s will be issued from the manufacturers to you, independently of any other form of credit.

Note: The manufacturer will determine which products are eligible for credit.

Please call our control department with any questions regarding returning or destroying outdated controlled substances. (800) 473-2138 ext 115.

DEA # RD0188311
EPA # NYR000122879

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CII REQUEST FORM

DISPOSITION AND REPORTING FORM FOR EXPIRED SCHEDULE II PHARMACEUTICALS

100 Colin Drive • Holbrook, NY 11741 • 1-800-473-2138 • Fax: (631) 689-1589 • Email: c2s@guaranteedreturns.com

Date Submitted: _____ ***Customers DEA No.:*** _____

Customers GRX Account No:_____ Phone No.:_____ Extension: _____

Facility Name:_____ Wholesaler:_____

Address:_____ Address:_____

City/State/Zip:_____ City/State/Zip:_____

SPECIAL INSTRUCTIONS:

DEA REGULATIONS REQUIRE THAT A DEA 222 FORM BE GENERATED AND ON FILE AT GUARANTEED RETURNS® PRIOR TO SHIPPING. To expedite, this form can be mailed, faxed or emailed.

Mail To: Guaranteed Returns®
Attention: Control Department
100 Colin Drive
Holbrook, NY 11741

Send Faxes To: Attention Control Department
(631) 689-1589

Email Address: c2s@guaranteedreturns.com

- Upon Receipt, a DEA 222 Form will be generated and sent to the facility. ***PLEASE NOTE***: DEA 222 Forms expire 60 days from the issue date so please ship your Schedule II products immediately.
- Once Guaranteed Returns® receives your Schedule II products, our Control Department will verify the quantities of each product received. A Form 41 (Proof Of Destruction) and a disposal manifest will be generated and sent to your facility. These forms must be kept on file at the pharmacy. Guaranteed Returns® will send reports to each crediting manufacturer to ensure that credit is issued in a timely fashion.

• PLEASE VERIFY THAT ALL INFORMATION ON THE CII FORM IS ACCURATE AND COMPLETE. THANK YOU •

	QUANITY	PRODUCT SIZE	PRODUCT DESCRIPTION	PRODUCT NDC NO.
→	2	165/100	Ritalin SR 20MG. (EXAMPLE)	8300163360
→	1	34/100	Roxiprin 5 MG (EXAMPLE)	54465325
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

GRX USE ONLY
Date: _____ Initial: _____

DO NOT SHIP ANY CONTROL SUBSTANCES WITH THIS FORM
IF YOU REQUIRE ADDITIONAL PAGES PLEASE NOTE →

Page _____ of _____

CREDIT TRACKING

Credit status information is accessible online through the GR-XtraNET™

- Go to www.guaranteedreturns.com.
- Enter your user name and password
- Locate the section named Top 10 Reports and click on the “Credit Statement” tab.
- Select the cycle you wish to view within the cycle drop down window. A cumulative rollup of credits issued can be viewed by selecting the date range option.
- The cycle amount column reflects the all credits that have been issued by date, cycle, and number of distributions.

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WEB BASED SOLUTIONS

Log-on to the most powerful Web-Interface in the industry at
www.guaranteedreturns.com

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Leading The Pharmaceutical Reverse Distribution Industry
The Industry's Choice for Pharmaceutical Reverse Distribution Services
Thursday, March 04, 2010
HOME
WHAT WE DO
SERVICES
FORMS
DOD/VA
PARTICIPANTS
FAQs
GREEN
CAREERS
POLICIES
CONTACT INFO
INTERNET ACCOUNT LOGIN
username
ENTER
Forgot password?
Not subscribed yet? Click Here!
WELCOME TO GUARANTEED RETURNS®
Corporate Philosophy
Guaranteed Returns® founded the Pharmaceutical Reverse Distribution Industry in 1986. Since its inception, Guaranteed Returns® philosophy has been to strive for excellence, innovation, and quality while providing the best possible Pharmaceutical Returns Management Programs to our customers. Guaranteed Returns® has built priceless relationships with our trade partners over several decades. Through these professional partnerships, Guaranteed Returns® clients and partners realize reduced costs in managing product, data, and financial flows across the complex Pharmaceutical Reverse Distribution process.
Guaranteed Returns® experienced staff and national leadership continues improving industry standards through participation and compliance within trade related associations, and government regulatory agencies. Our dedication to process improvements, relationship building, and program innovation has enabled Guaranteed Returns® to grow into the largest Pharmaceutical Reverse Distributor in the world.
Dean Volkes
President & CEO
NEW MEMBER SIGN UP
LATEST NEWS
1/7/2010
1st Place winner for "Best Overall Poster" is Brooke Army Medical Center
11/9/2009
Tenet facilities in the Philadelphia region sign agreement with Guaranteed Returns®
9/27/2009
The Federal Bureau of Prisons has selected Guaranteed Returns® as the
website. Having the ability to track my shipments after they
ers, are just some of the many valuable services I appreciate
we have consistently increased our expired return
ave regarding your website navigation or medication return
llects the returns for you and is ACCOUNTABLE for their
On-Site Support

FEATURES:

- ***Credit Tracking Data***
- ***Request A DEA 222 Form***
- ***Print RA Form & UPS Labels***
- ***User Friendly & Interactive***
- ***View, Download, Customize & Print Complete Reports:***
  - ***Boxes Received Report***
  - ***Credit Summary Reports***
  - ***Hazardous Material Report***
  - ***Non-Returnable Manifest***
  - ***Return Goods Manifest***
  - ***Vendor Credit Reports***
- ***Export Data to XLS, PDF & CSV***

SUBSCRIBE AND GET YOUR USER NAME AND PASSWORD TODAY!

100 Colin Drive, Holbrook, NY 11741 • www.guaranteedreturns.com • 1-800-473-2138

CONTACT INFORMATION

Account Manager	800-473-2138 ext.172	Michael Baumann, Director of Corporate Accounts mbaumann@guaranteedreturns.com
Customer Service	800-473-2138	M-F 9-6pm EDT
Controls Department	800-473-2138 ext.115	M-F 9-5pm EDT